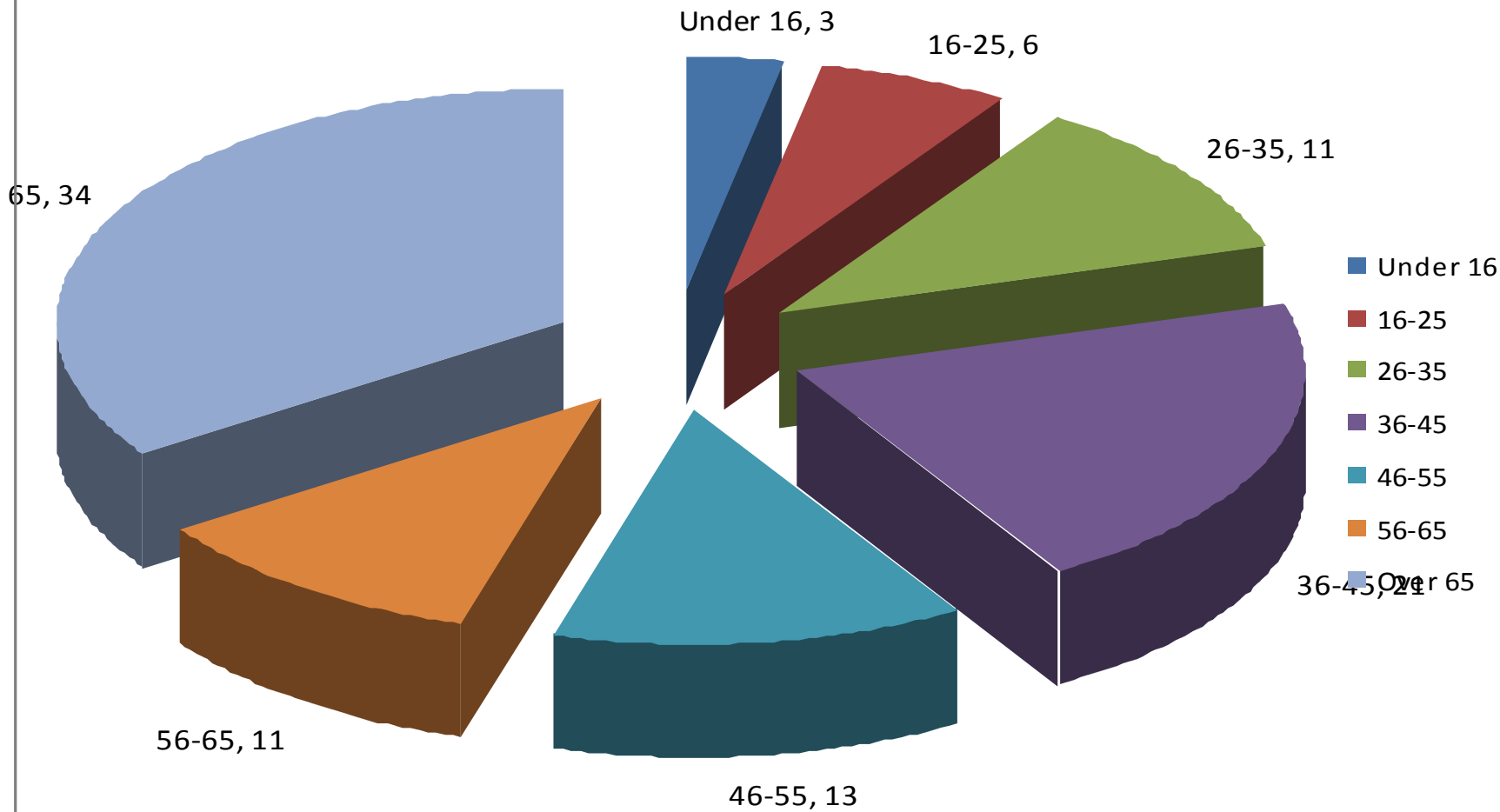


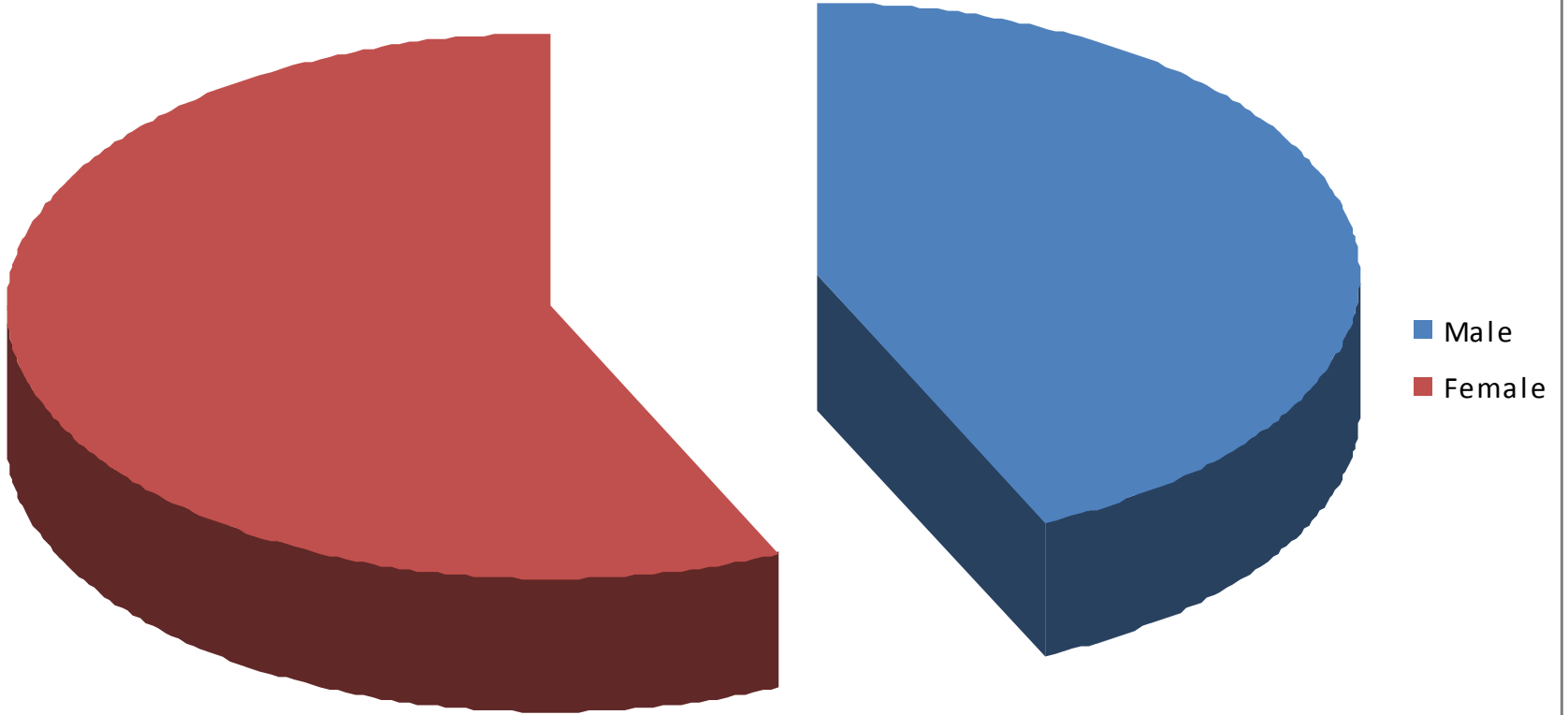
St Ann's PPG

Survey Results

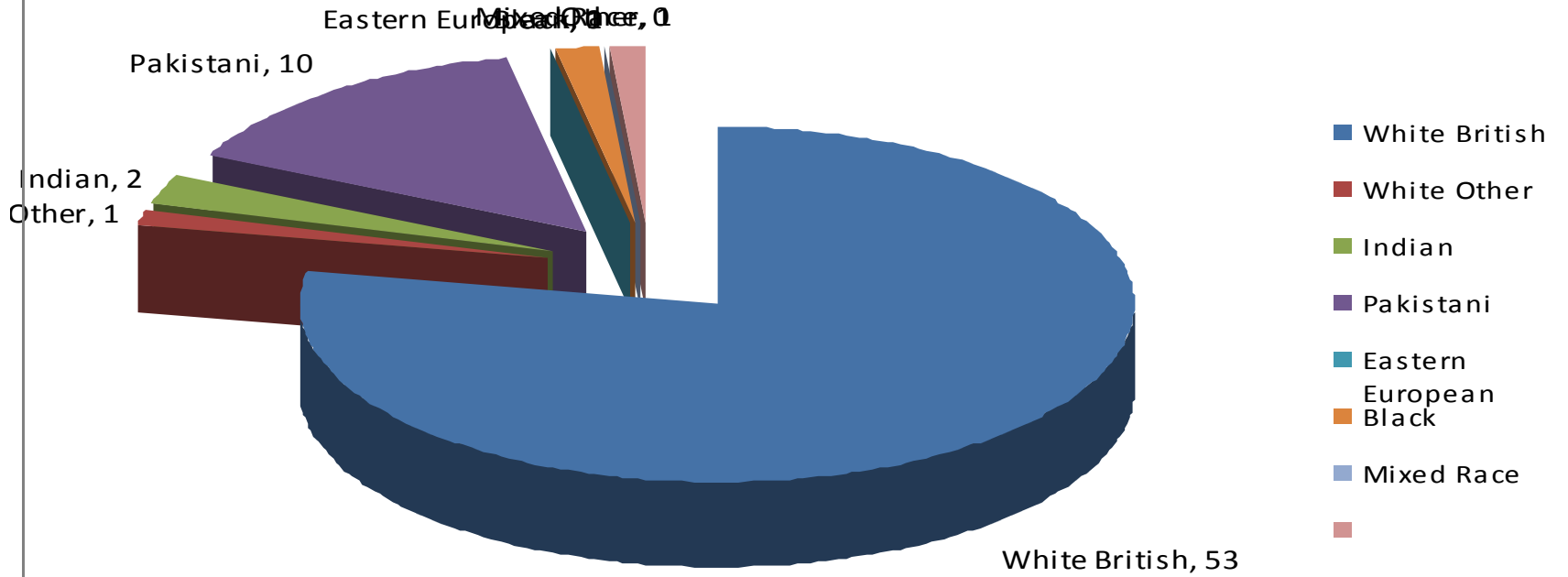
Age



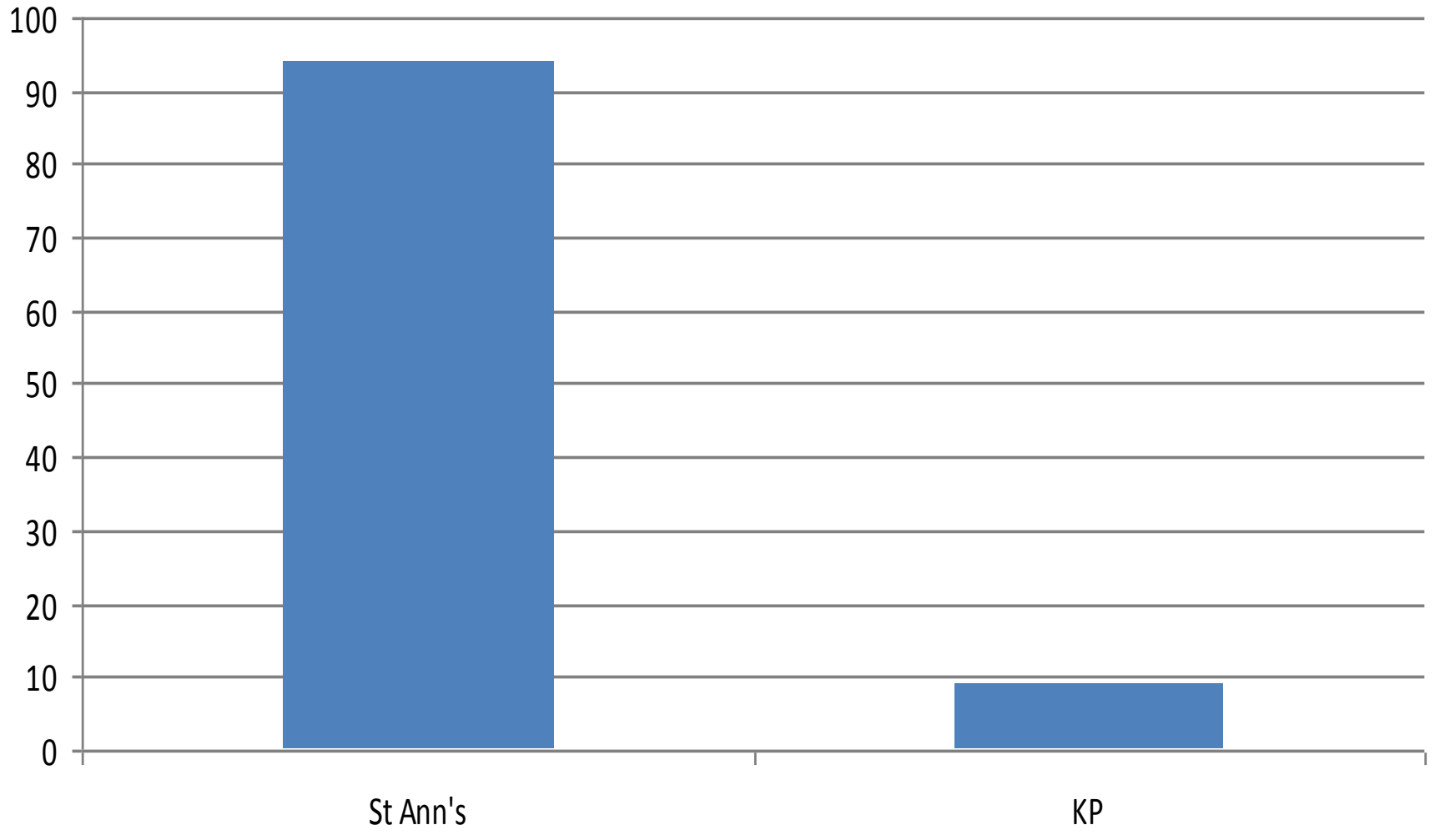
Sex



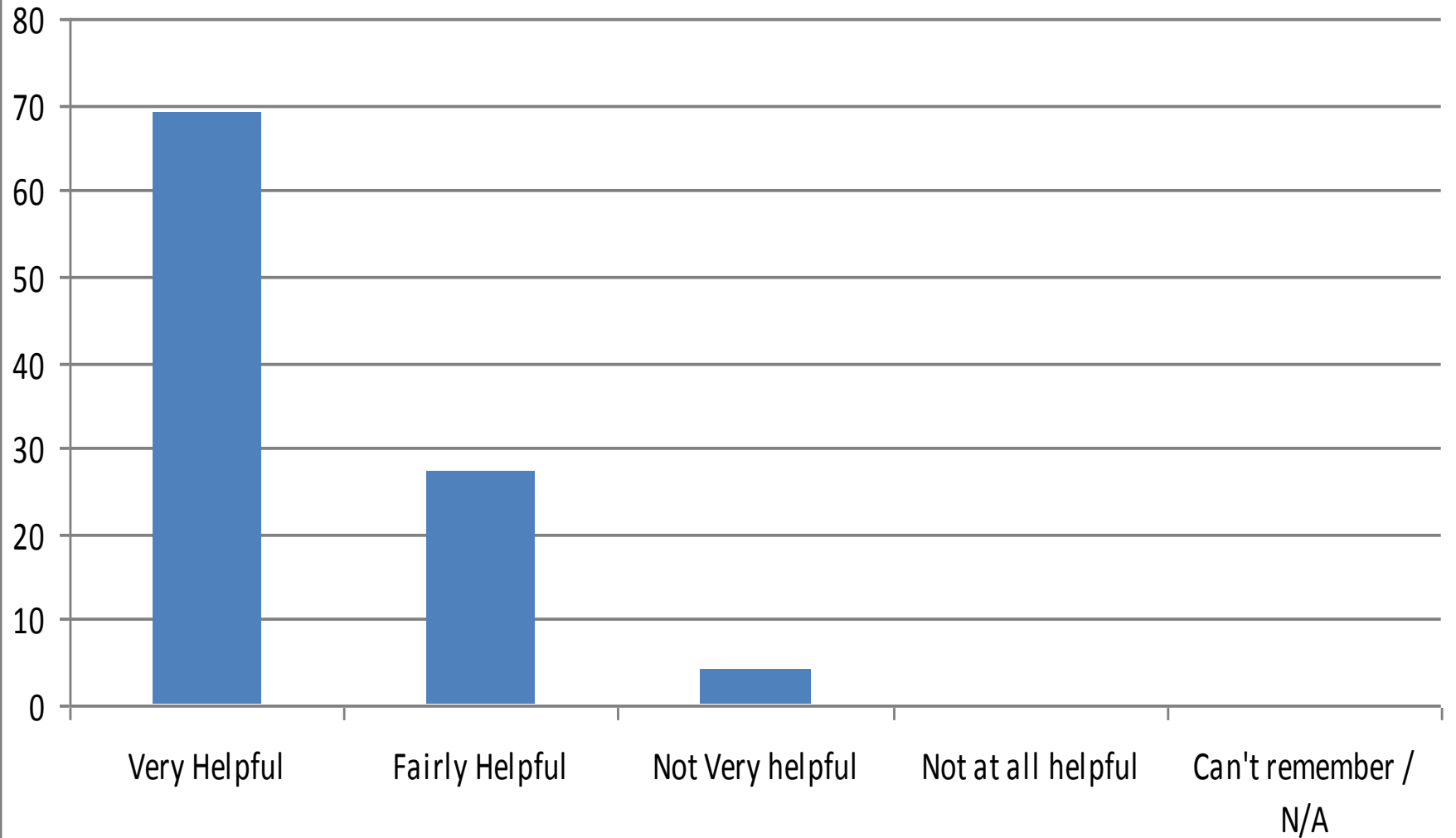
Ethnicity



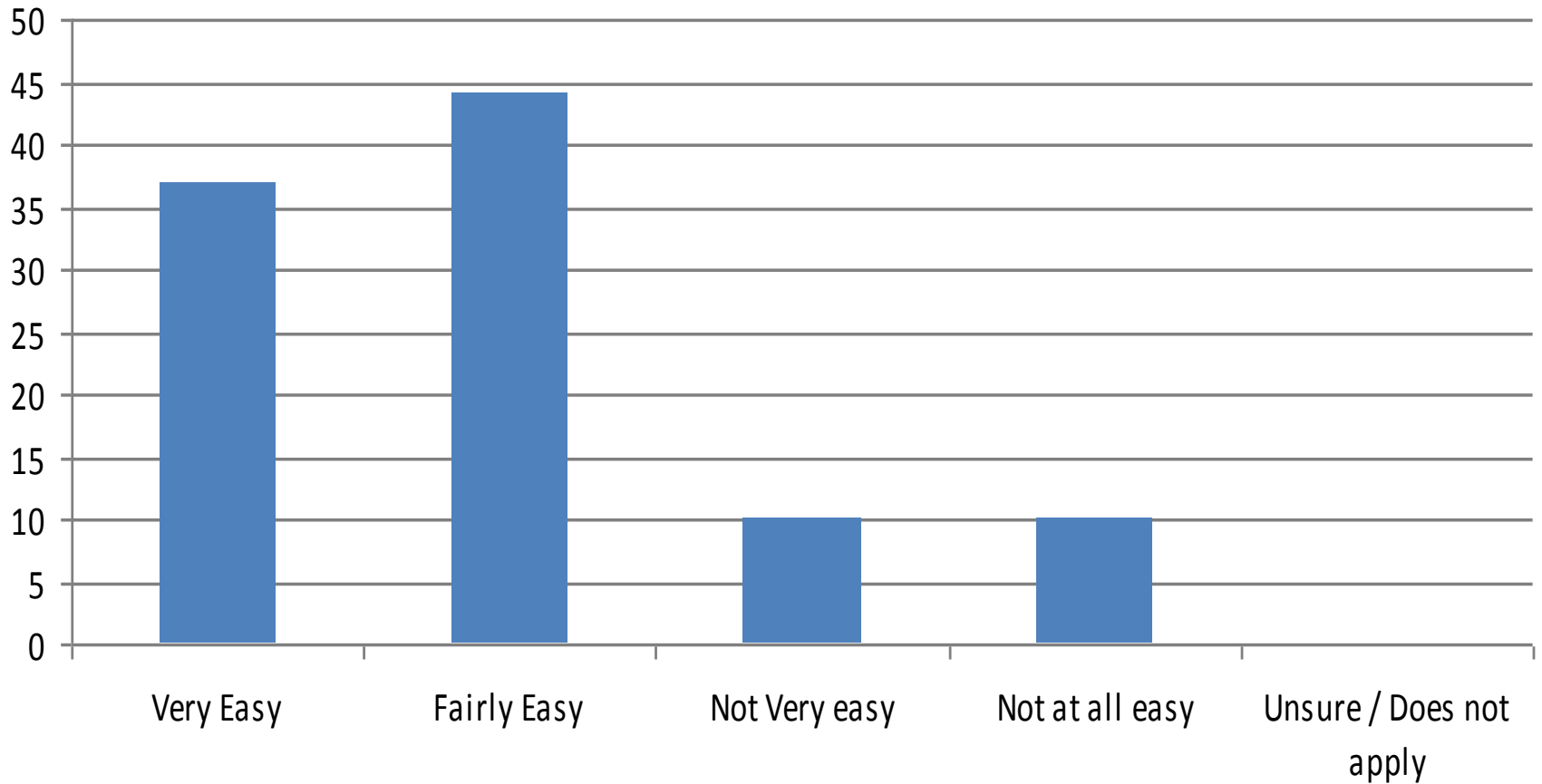
Site Usually Attended



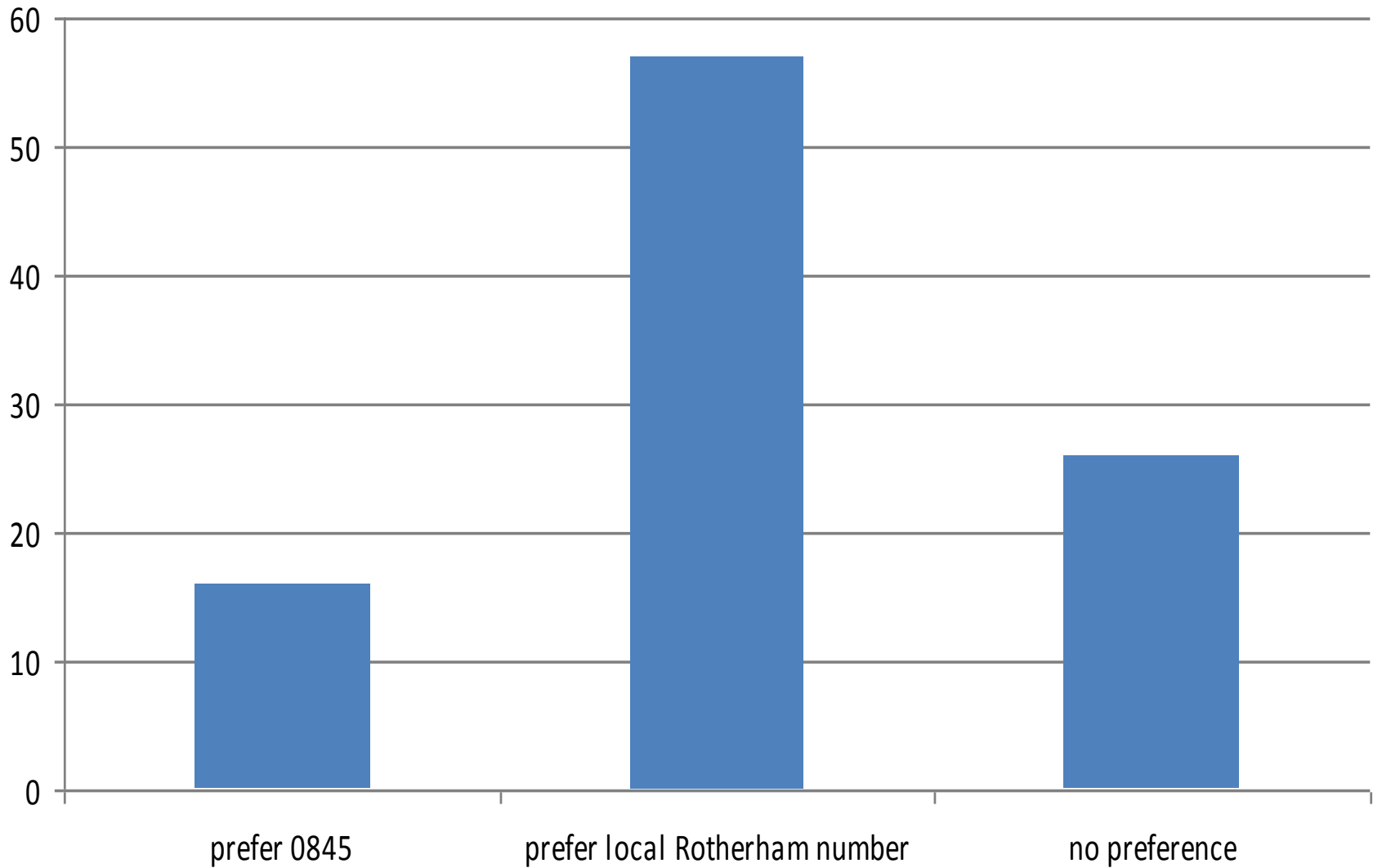
How Helpful are Receptionists



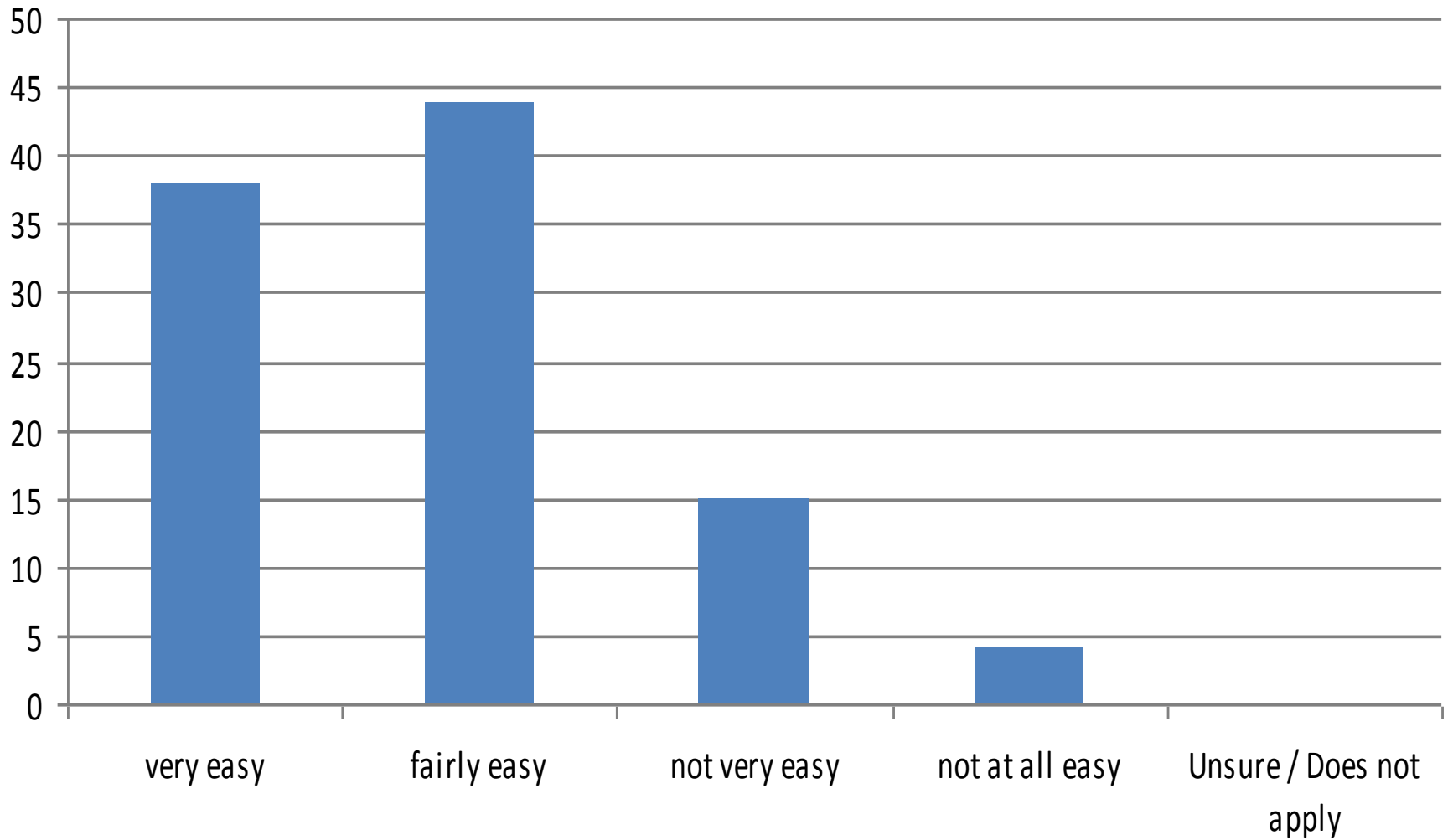
How Easy is it to get through on the phone



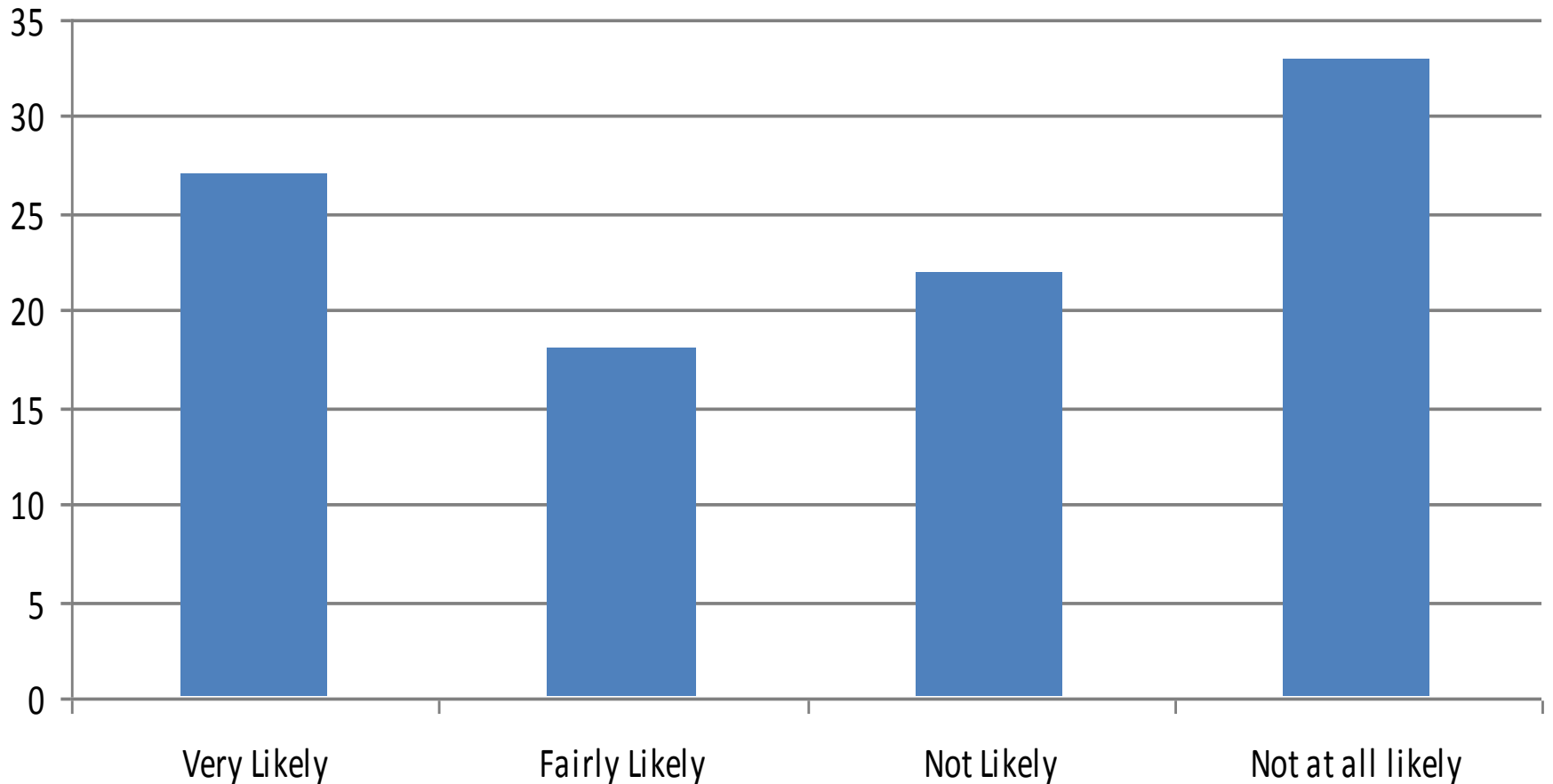
Views on our phone number



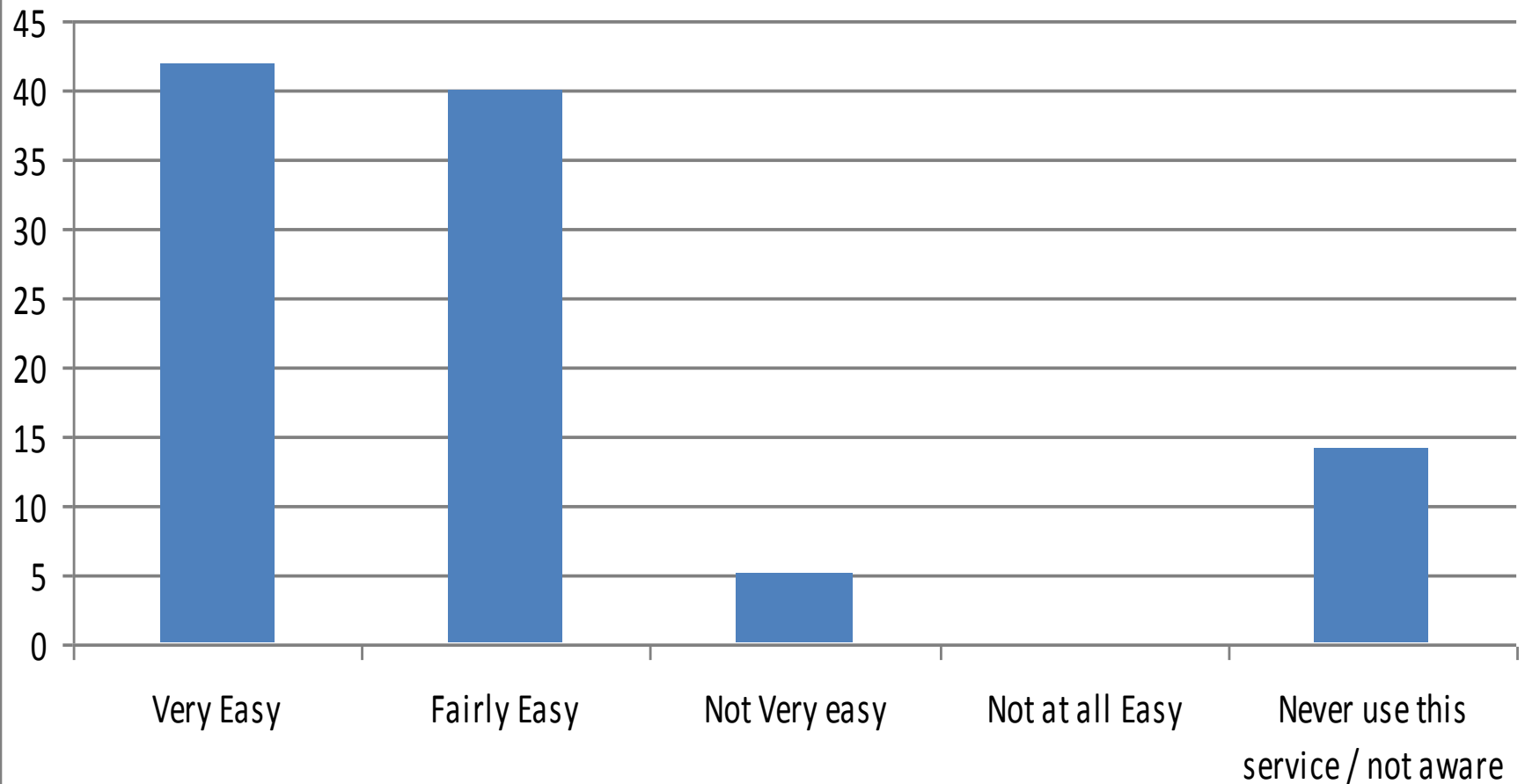
Booking appointments by phone



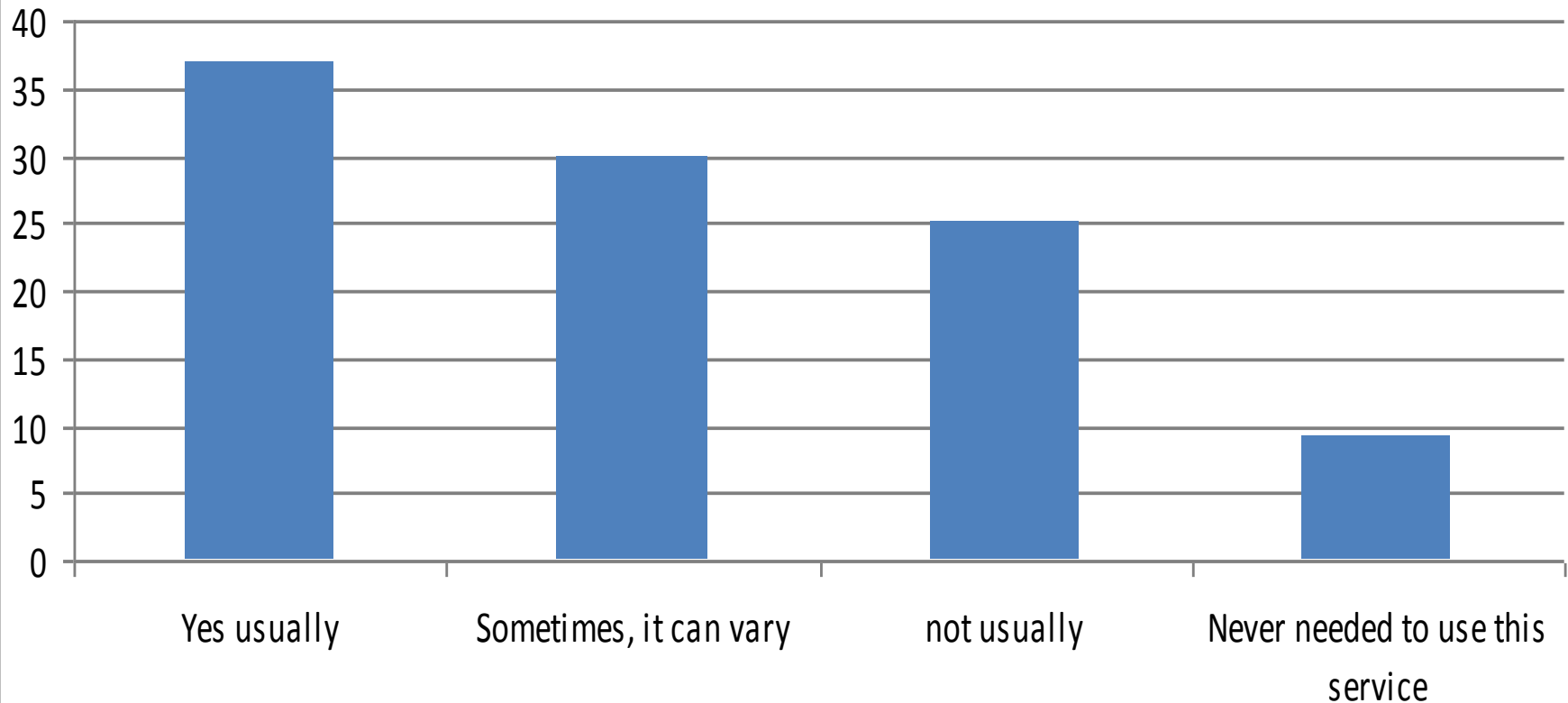
Would you use online booking for appointments?



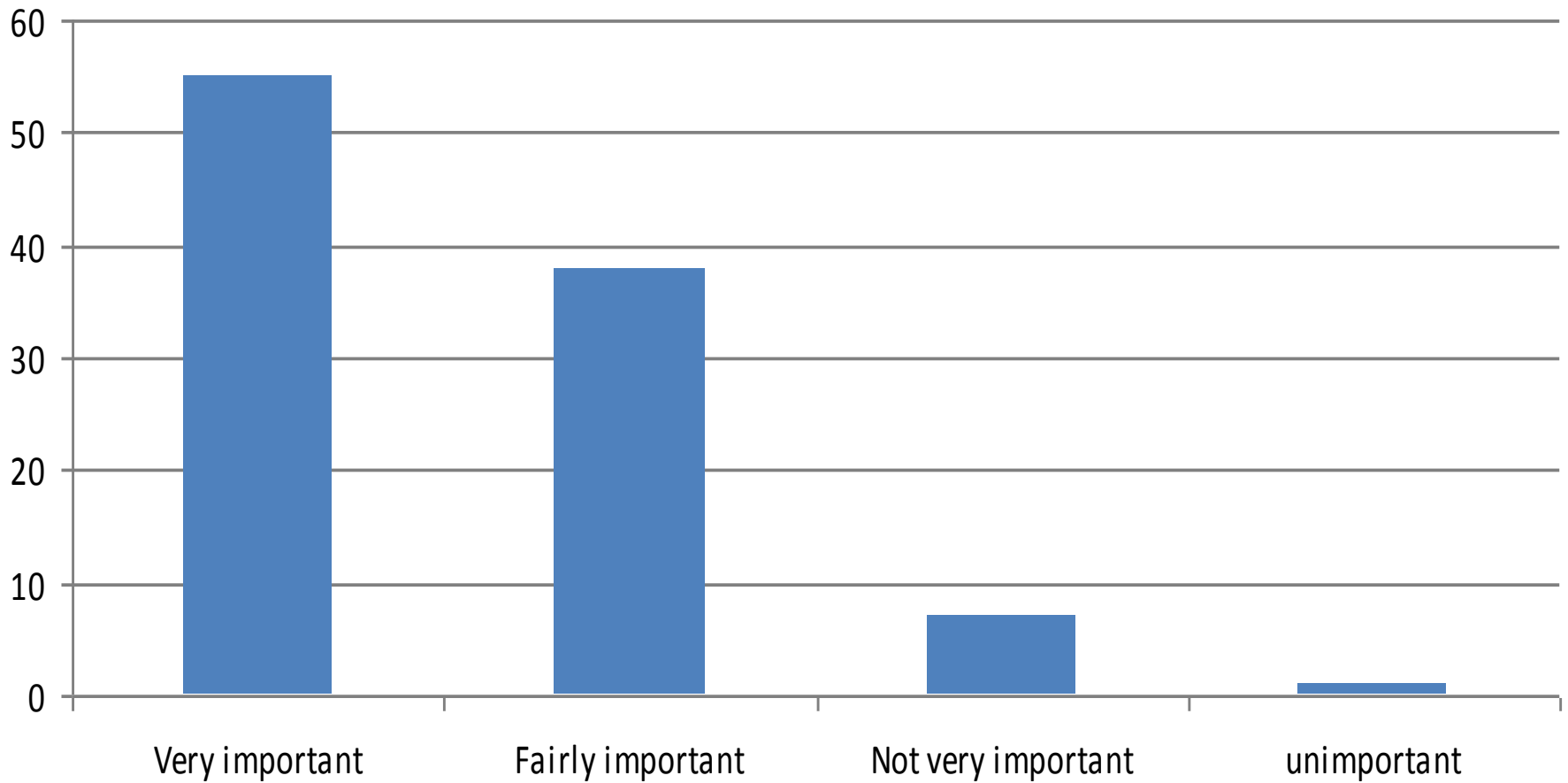
How Easy do you find using the Nurse Triage system for urgent appointments?



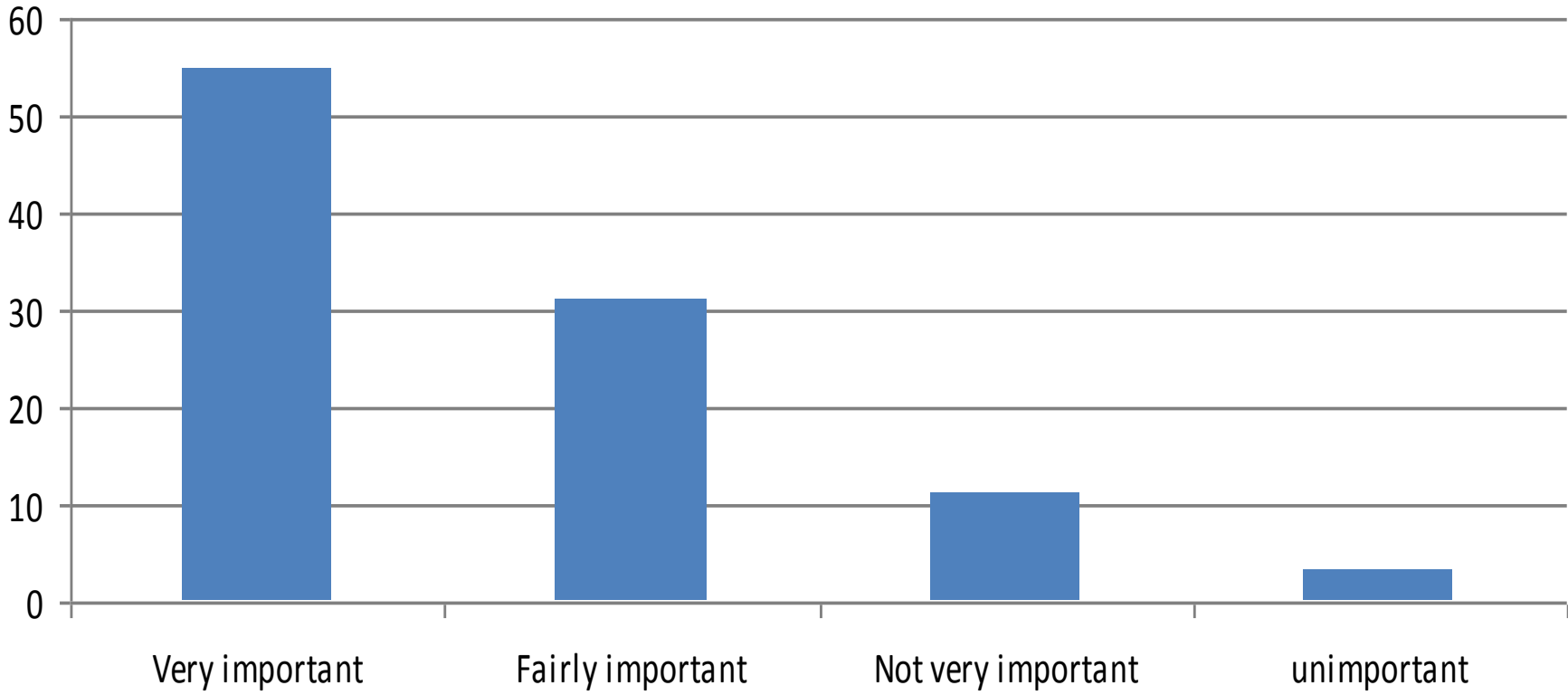
If you need to see a GP or nurse practitioner urgently, can you usually get seen on the same day?



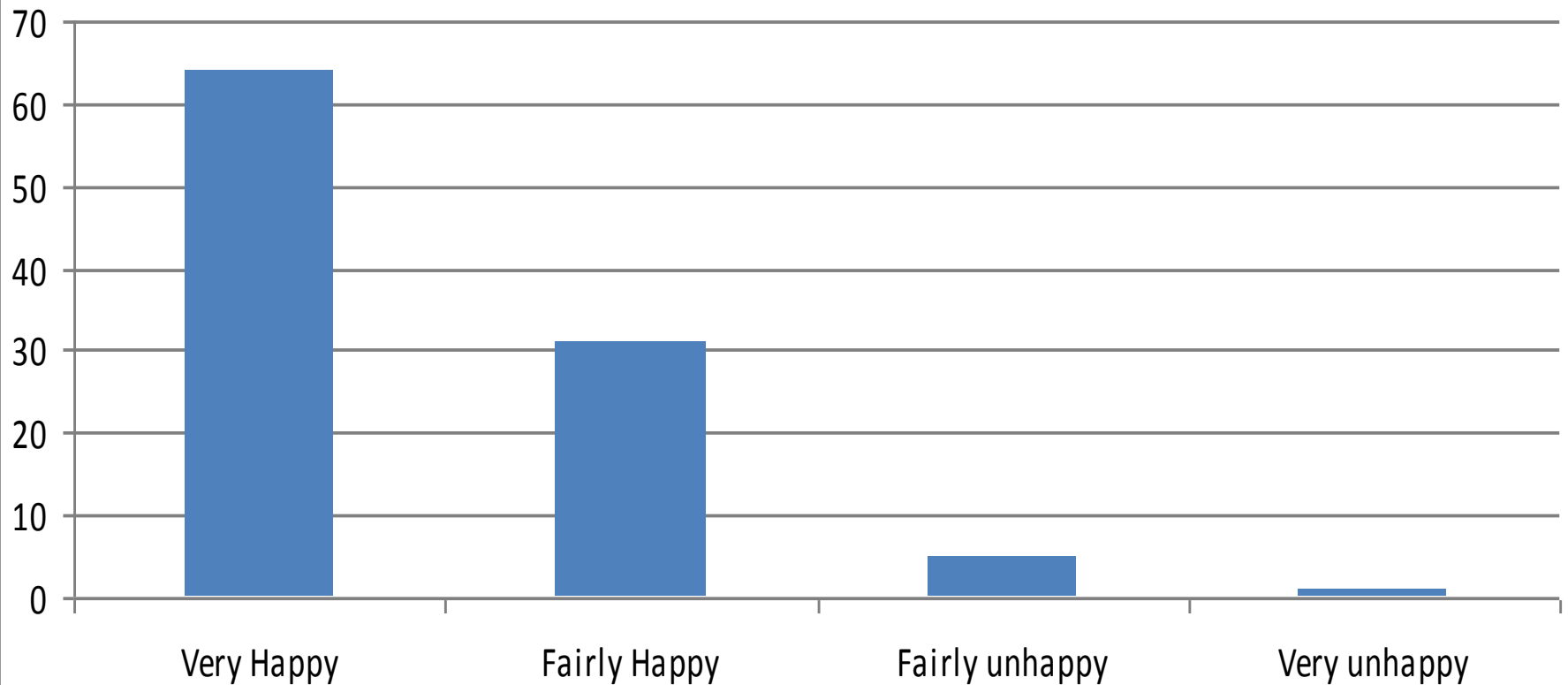
How important is it to you to be able to book appointments in advance?



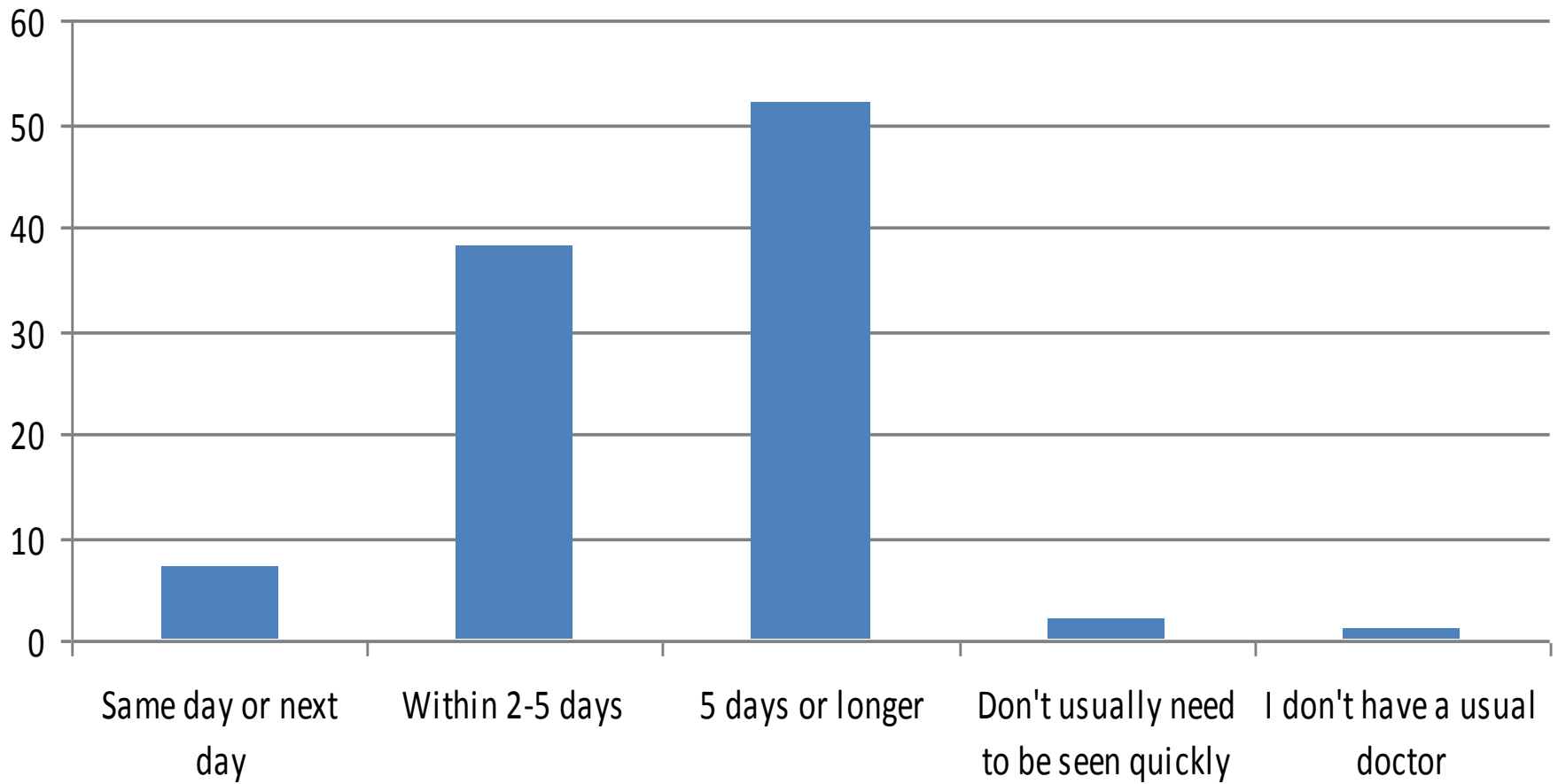
How important is it to you to see your usual doctor for routine problems rather than the next available doctor ?



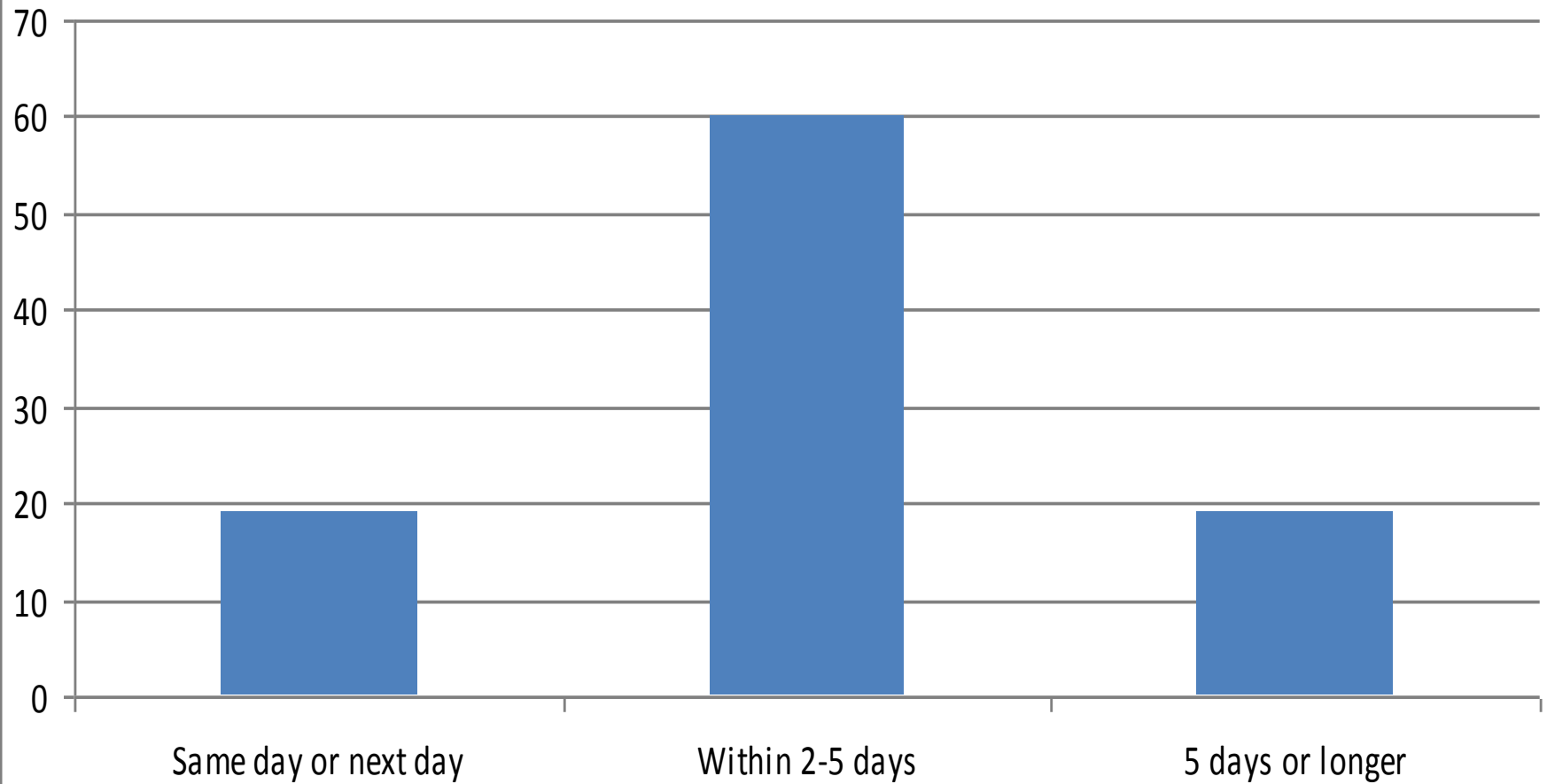
How happy are you to see any doctor if you have an urgent problem and can be offered a same day or next day appointment?



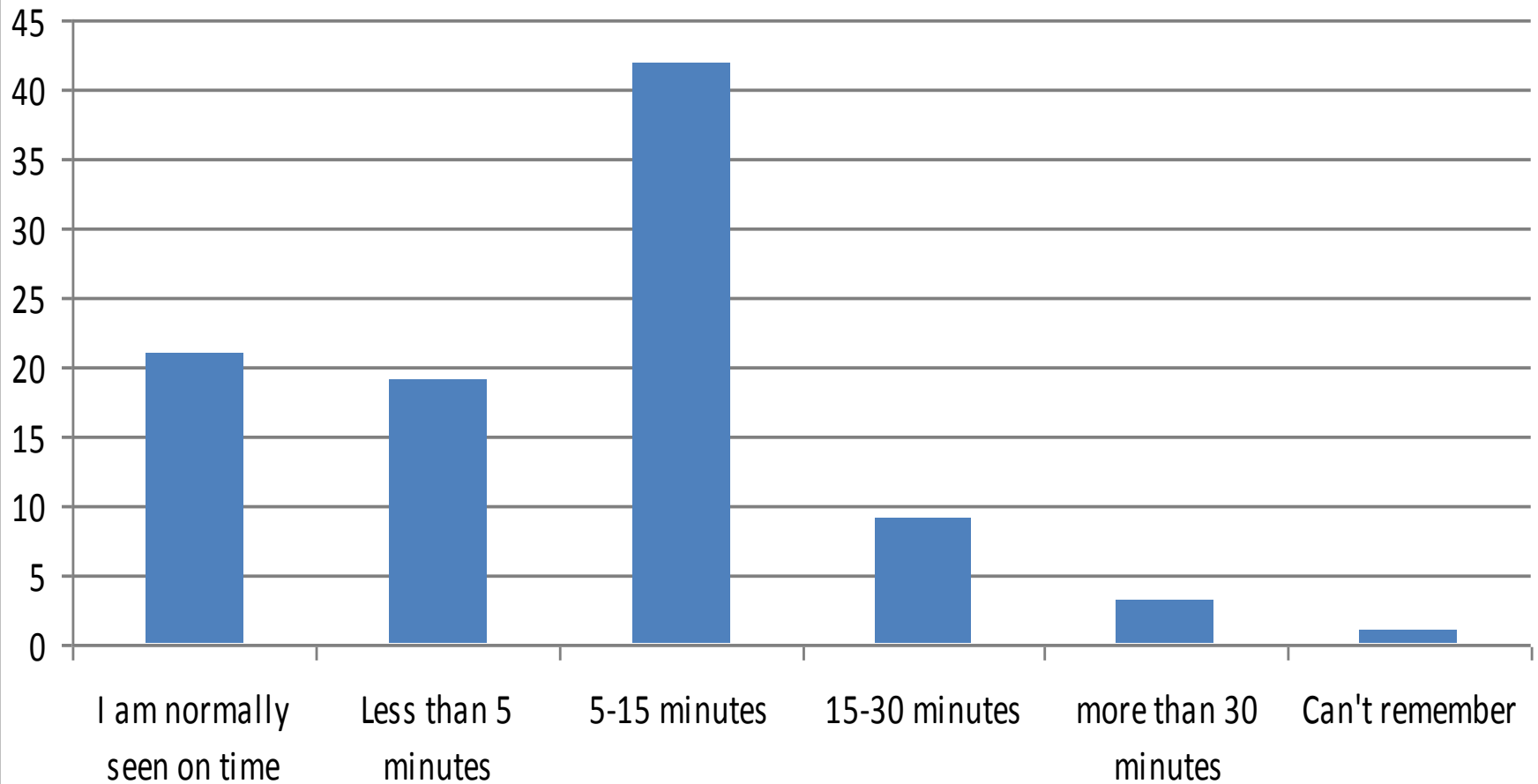
How long does it take to get an appointment with your preferred doctor?



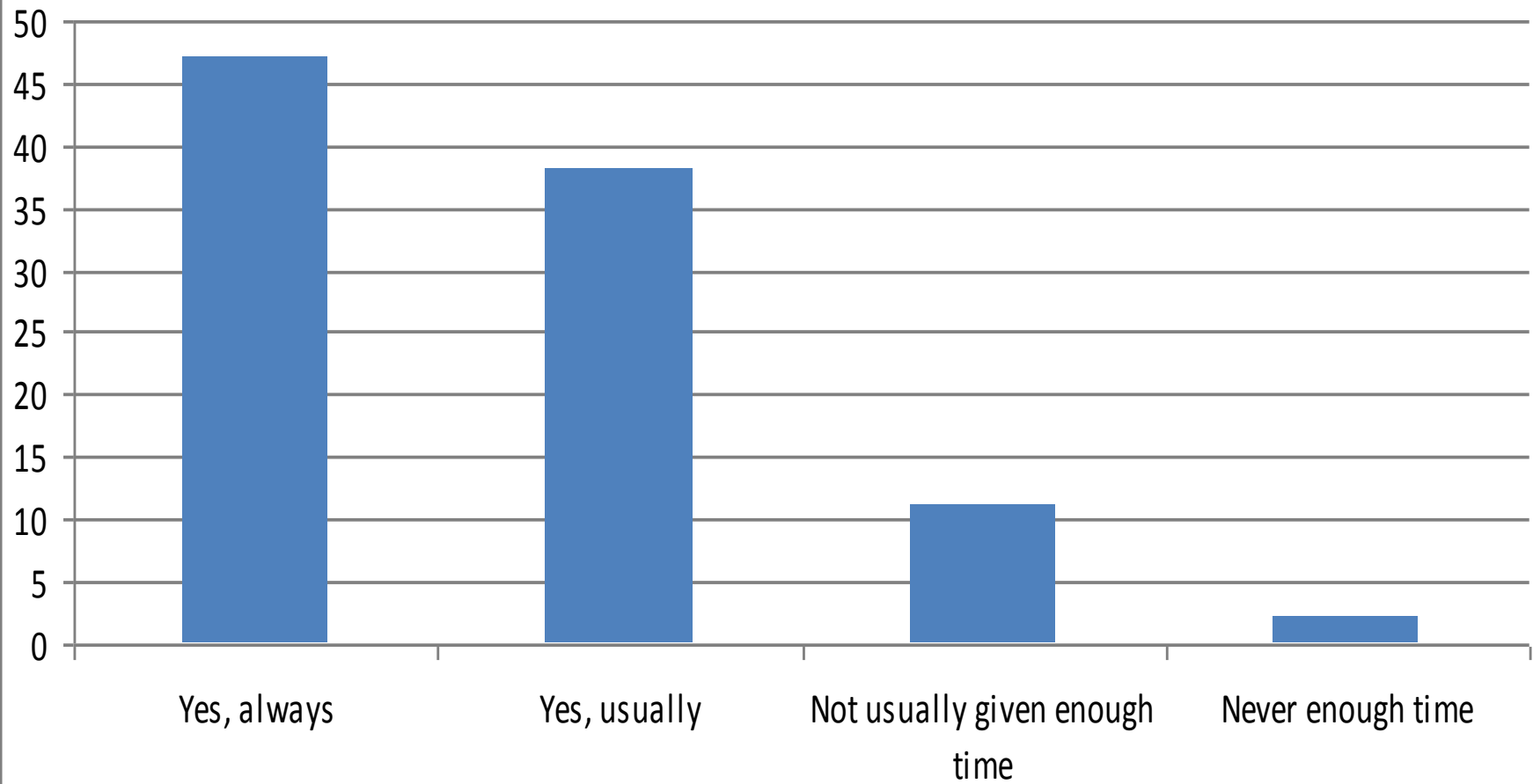
How long does it take to get an appointment with any doctor ?



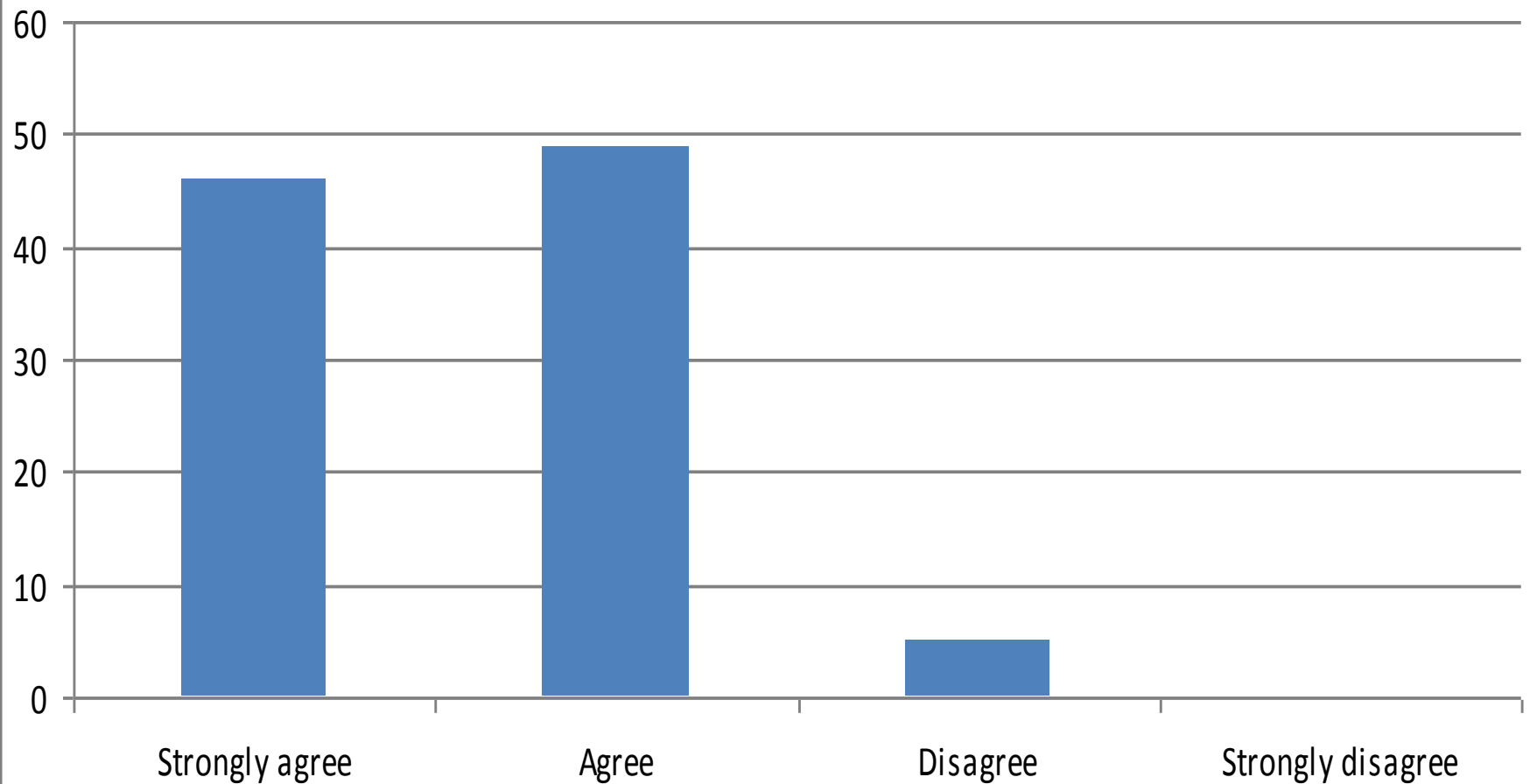
How long after your appointment time do you normally wait to be seen?



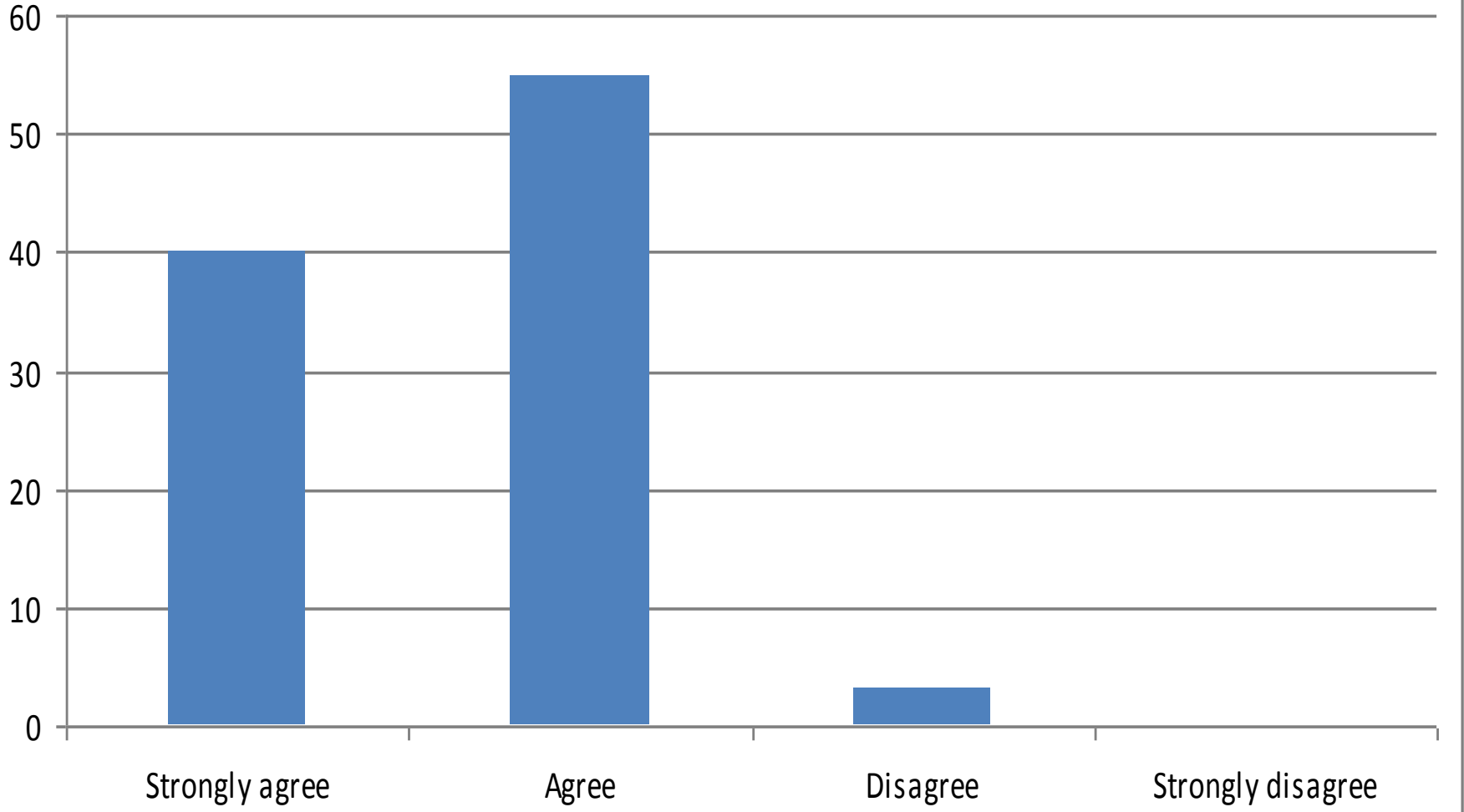
Do you feel when you see the doctor or nurse that you are given enough time?



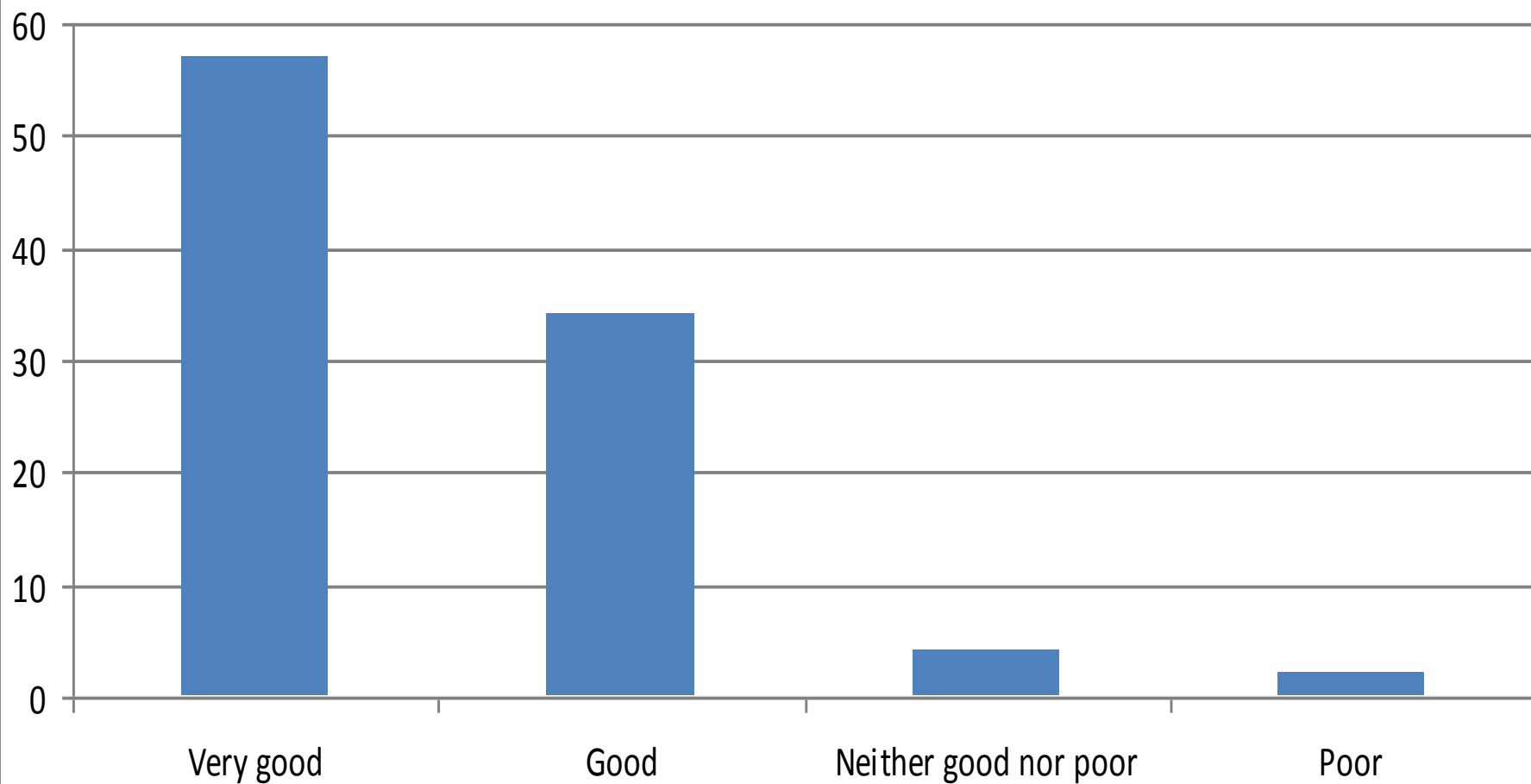
Do feel that the doctors or nurses listen to you during your consultation ?



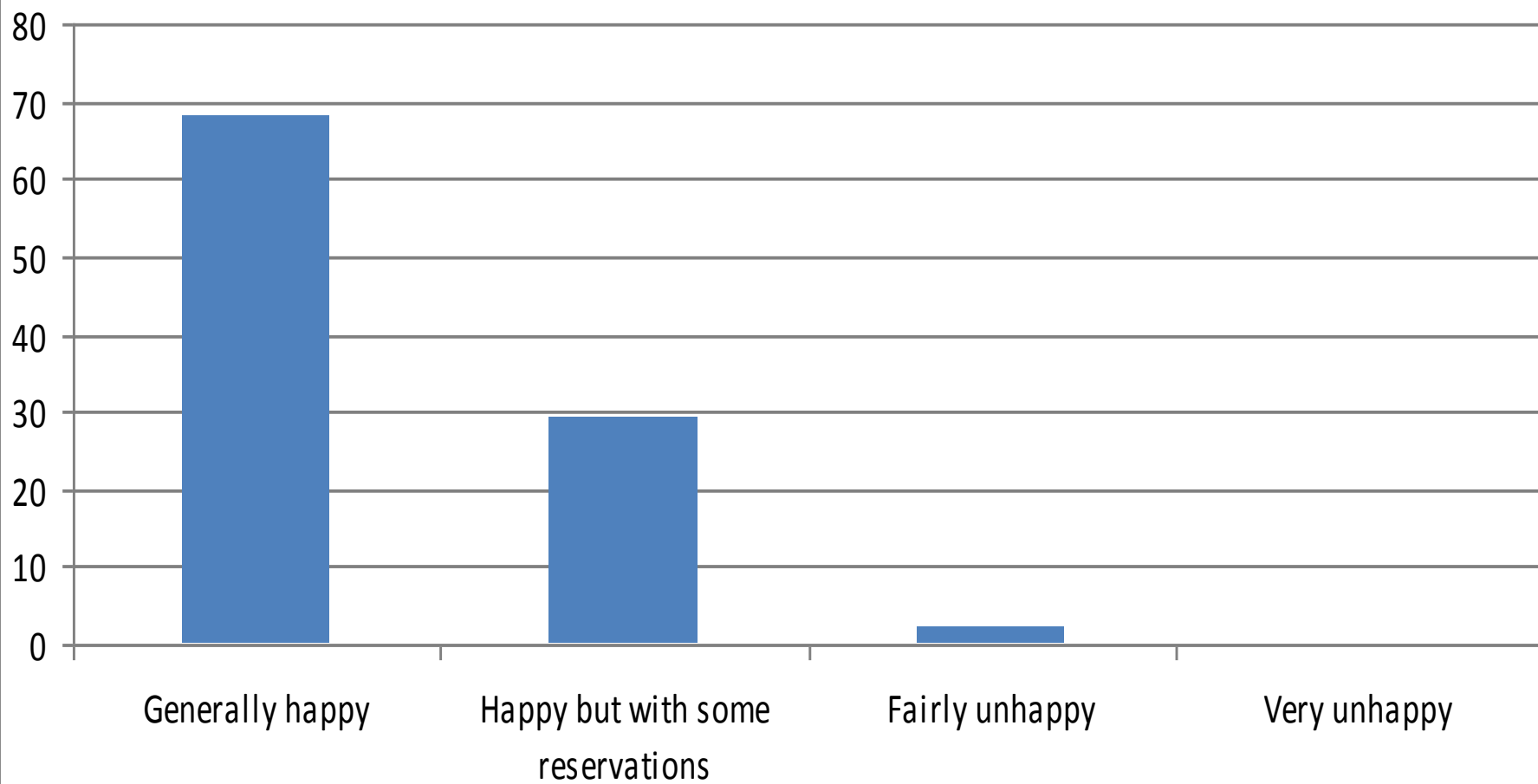
Do the doctor and nurse involve you in decisions about your care?



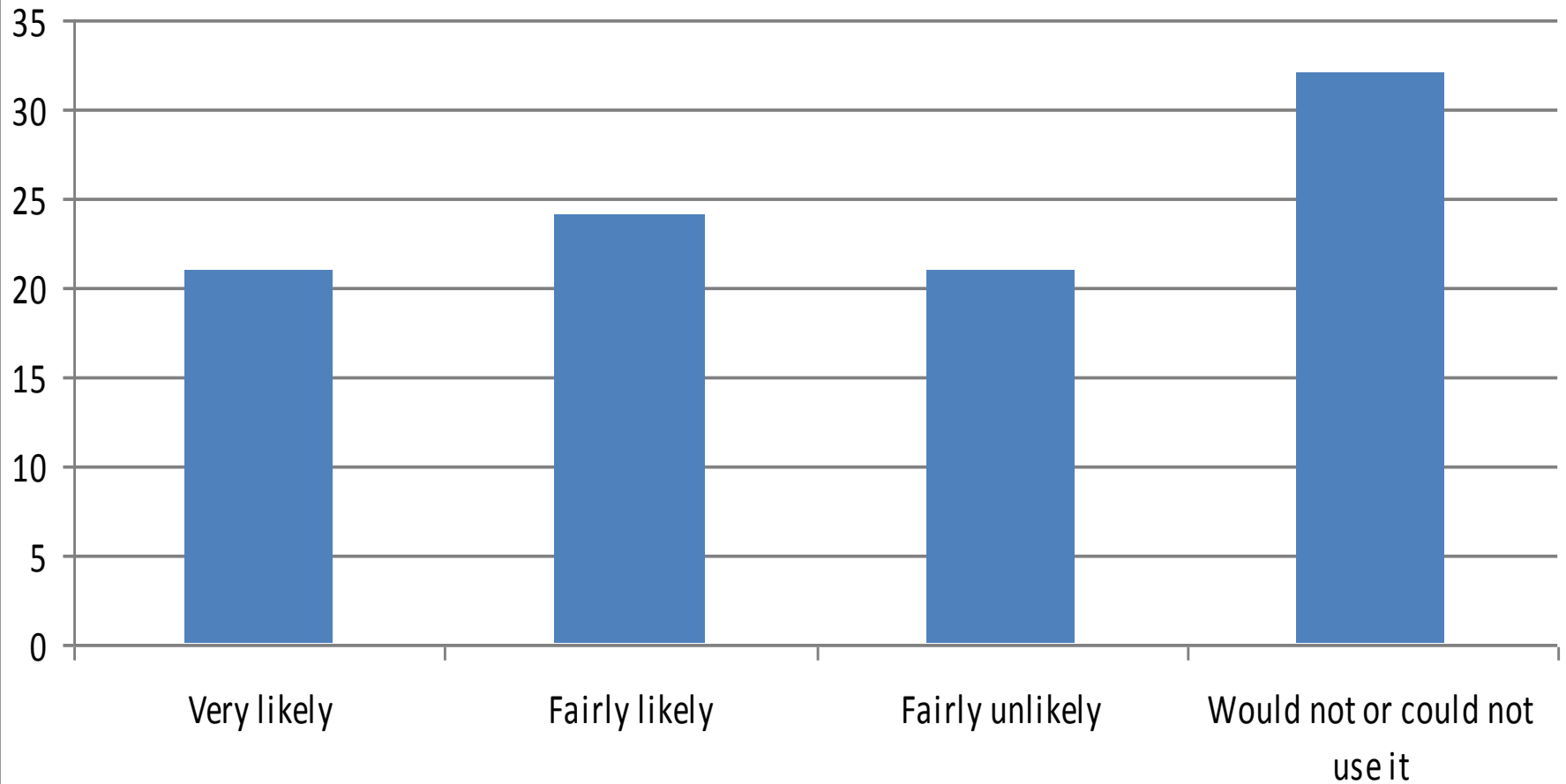
How good was the doctor or nurse at explaining things clearly and patiently?



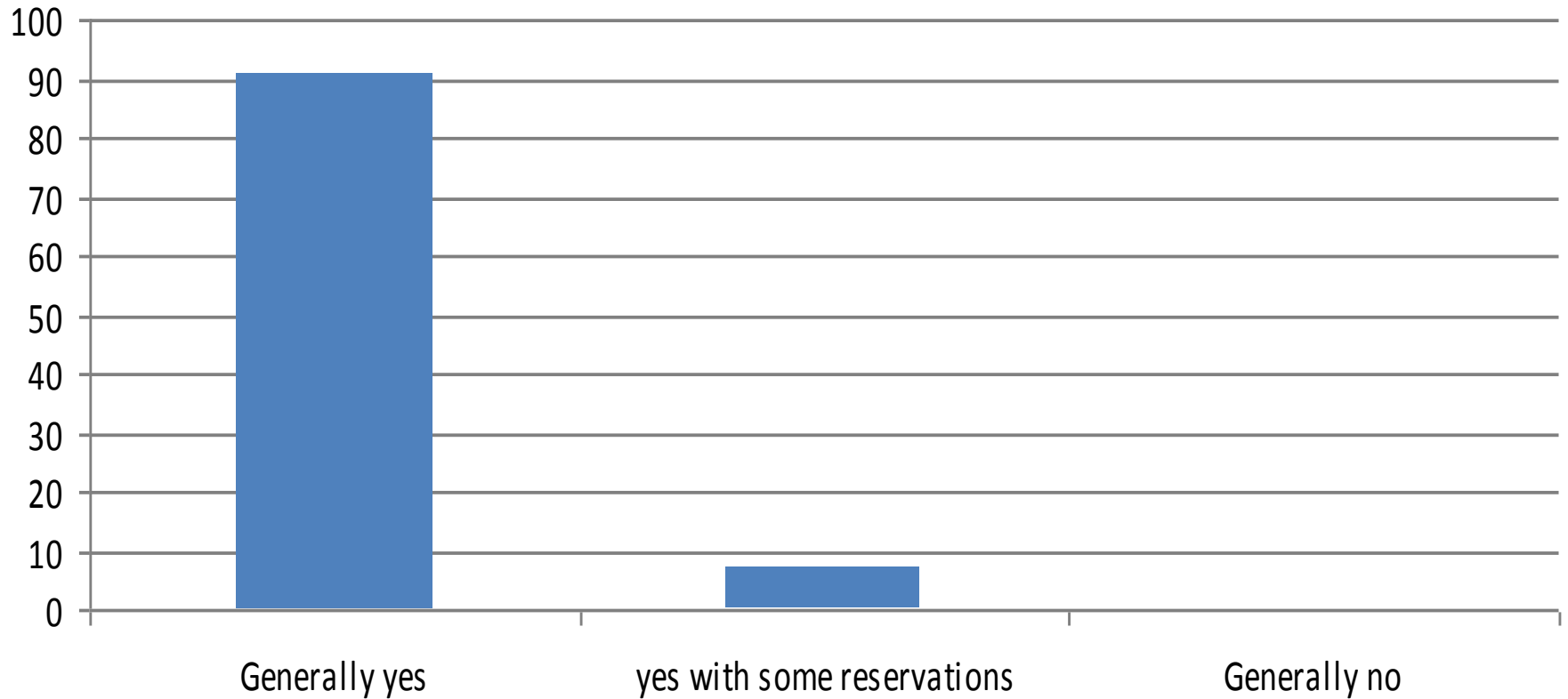
How happy are you with the current repeat prescription service ?



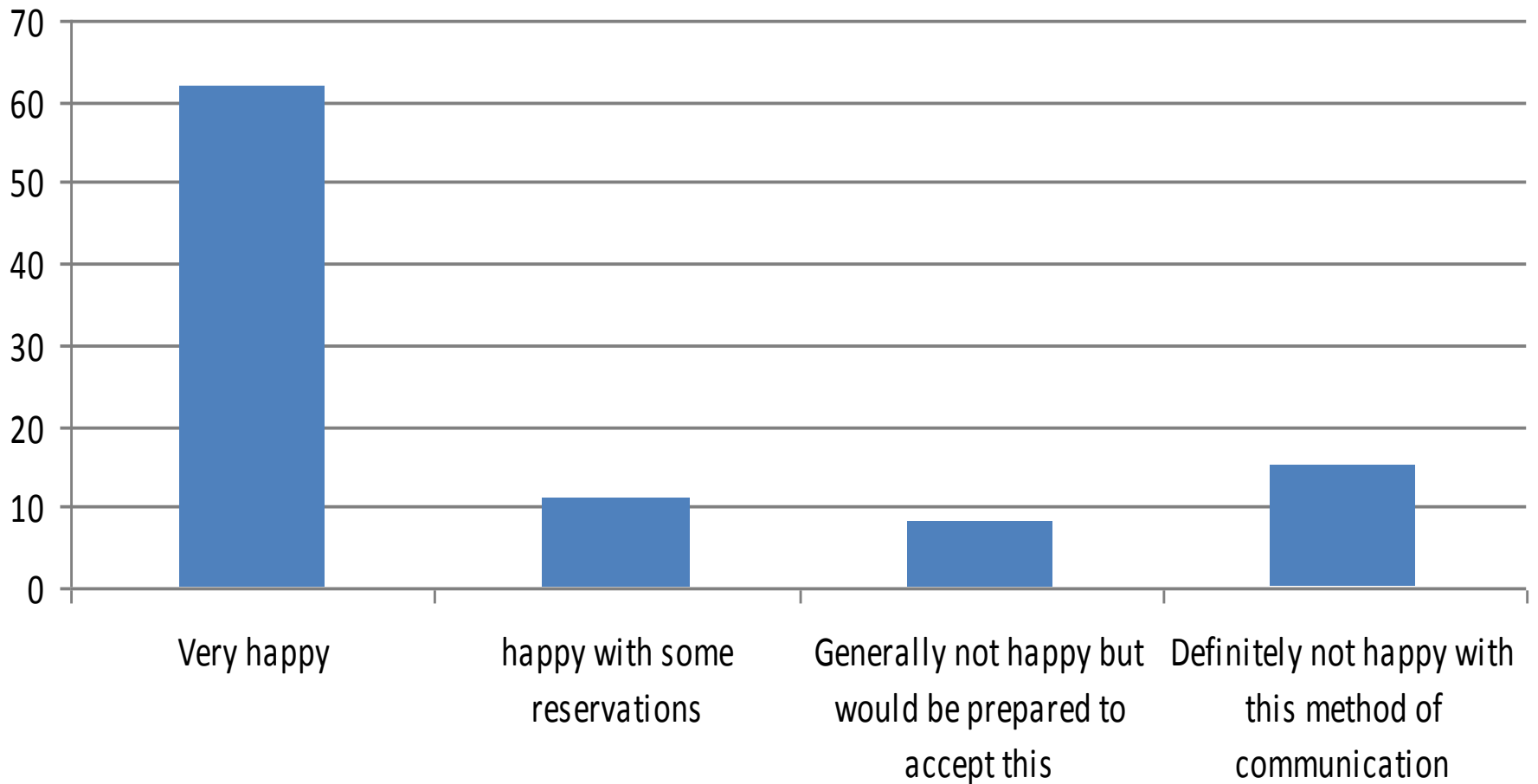
How likely would you be to use an online prescription ordering system ?



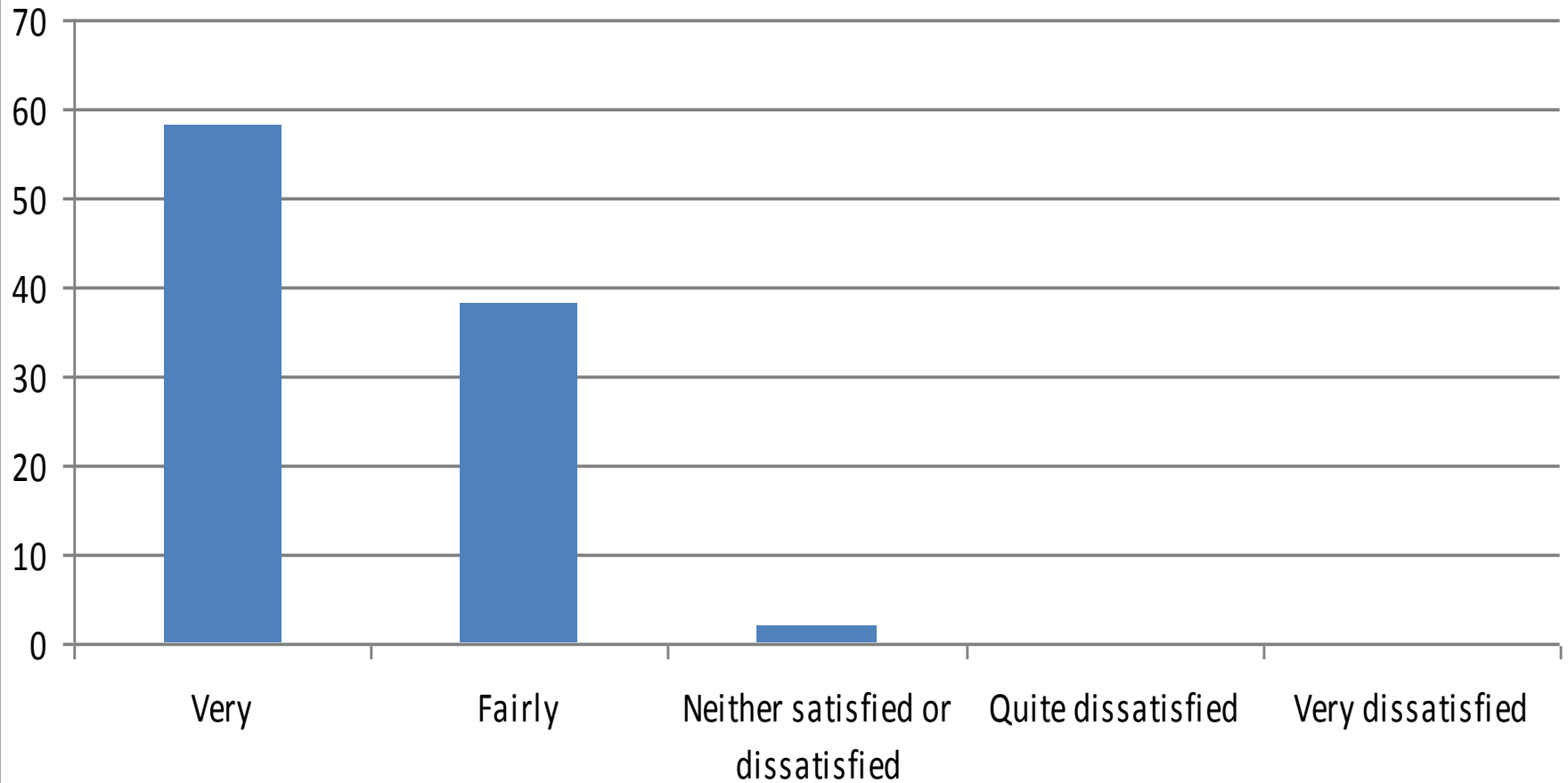
Do you feel happy that the surgery is clean, safe and accessible with appropriate reception layout?



Are you happy to be contacted by the surgery via text messages and emails ?



Overall, how satisfied are you with your experience of the surgery?



Would you recommend the surgery to someone who has just moved to your local area?

